

(HM0) Office of Human Rights FY 2017 Draft Annual Performance Plan*

Office of Human Rights has the following strategic objectives for FY 2017:

Strategic Objectives

Strategic Objectives describe what the agency will do, at a high level, to achieve its Mission. These are action- based sentences that define what an agency does for its customers, whether the customers are residents or other District agencies, and how that improves the District.

Objective Number	Strategic Objective
1	Provide high quality and efficient resolution of complaints filed at the Office of Human Rights in order to comply with statutory requirements, improve customer service, and strengthen enforcement.
2	Provide high quality and efficient adjudication of certified charges filed at the Commission on Human Rights in order to comply with statutory requirements and to improve customer service.
3	Provide high quality monitoring of and technical assistance in OHR's compliance programs, including Language Access, Bullying Prevention, and Equal Employment Opportunity policies.
4	Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR.
5	Create and maintain a highly efficient, transparent and responsive District government.**

Activities

Activities include the work that happens on a daily basis to help achieve the Strategic Objectives. Activity names come from the Budget line items. This is further divided into Daily Services, (ex. sanitation disposal), and long- term Key Projects that are high profile, one-time and span several years, (ex. redevelopment of Walter Reed Army Medical Center). Many agencies will mostly have Daily Services, whereas some agencies that are more capital based will have several Key Projects.

Activity Header	Activity Title	Type of Activity
1 - Provide high quality and efficient resolution of complaints filed at the Office of Human Rights in order to comply with statutory requirements, improve customer service, and strengthen enforcement. (4 Activities)		
Investigations	Investigate	Daily Service
Intake	Intake	Daily Service
Mediation	Mediation	Daily Service
Legal Services	Legal Review	Daily Service
2 - Provide high quality and efficient adjudication of certified charges filed at the Commission on Human Rights in order to comply with statutory requirements and to improve customer service (5 Activities)		

Human Rights Commission	Review Certified Cases	Daily Service
Human Rights Commission	Review and rule on dispositive motions	Daily Service
Human Rights Commission	Hold Final Hearing	Daily Service
Human Rights Commission	Issue scheduling order	Daily Service
Human Rights Commission	Lead or Organize Commission Meetings	Daily Service
3 - Provide high quality monitoring of and technical assistance in OHR's compliance programs, including Language Access, Bullying Prevention, and Equal Employment Opportunity policies. (7 Activities)		
Research and Compliance	EEO Counselors and Officers Training	Daily Service
Bullying Prevention Oversight	Bullying Prevention Policy Oversight	Daily Service
Language Access Oversight	Enforcement	Daily Service
Language Access Oversight	Technical Assistance to Covered Entities	Daily Service
Language Access Oversight	Community Engagement	Daily Service
Language Access Oversight	Compliance Monitoring	Daily Service
Bullying Prevention Oversight	School Climate Data and Youth Bullying Prevention Project	Key Project
4 - Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR (3 Activities)		
Public Education	Provide education/training	Daily Service
Public Education	Perform Outreach	Daily Service
Public Education	Issue press release statements	Daily Service

Key Performance Indicators***

Key Performance Indicators measure how well an agency is achieving its Strategic Objectives. They are outcome oriented and should be used to answer the question, "What does the agency need to measure to determine success?"

Measure	New Measure/ Benchmark Year	FY 2014 Actual	FY 2015 Actual	FY 2015 Target	FY 2016 Target	FY 2017 Target
1 - Provide high quality and efficient resolution of complaints filed at the Office of Human Rights in order to comply with statutory requirements, improve customer service, and strengthen enforcement. (5 Measures)						
Percent of inquiries scheduled for intake interview within 30 days	X	Not available	Not available	Not available	Not available	80%
Percent of docketed cases scheduled for mediation within 45 days	X	Not available	Not available	Not available	Not available	80%

Percent of assigned cases with letters of determination within 160 days	X	Not available	Not available	Not available	Not available	80%
Percent of cases certified to the Commission on Human Rights within 60 days	X	Not available	Not available	Not available	Not available	80%
Cost of processing a complaint under the Equal Justice Program	X	Not available	Not available	Not available	Not available	\$5,870
2 - Provide high quality and efficient adjudication of certified charges filed at the Commission on Human Rights in order to comply with statutory requirements and to improve customer service (3 Measures)						
Percent of cases pending with the Commission over 15 months	X	Not available	Not available	Not available	Not available	20%
Percent of cases with scheduling orders issued within 30 days	X	Not available	Not available	Not available	Not available	80%
Percent of dispositive motions resolved within 60 days of filing	X	Not available	Not available	Not available	Not available	80%
3 - Provide high quality monitoring of and technical assistance in OHR's compliance programs, including Language Access, Bullying Prevention, and Equal Employment Opportunity policies. (4 Measures)						
Percent of EEO Counselors and Officers Satisfied with Training	X	Not available	Not available	Not available	Not available	80%
Percent of bullying cases which receive initial intervention within 30 days	X	Not available	Not available	Not available	Not available	80%
Percent of language access cases which receive initial intervention within 30 days	X	Not available	Not available	Not available	Not available	90%
Percent of covered entities with major public contact monitored and assessed for compliance with the Language Access Act	X	Not available	Not available	Not available	Not available	80%
4 - Provide high quality education and awareness communication to the public in order to increase understanding of the laws enforced by OHR (3 Measures)						
Percent of Human Rights Liaisons that rate the all-day training as "good" or "excellent" in post-training survey	X	Not available	Not available	Not available	Not available	80%

Percent of participants that rate the Business Training Series events as “good” or “excellent” in post-training survey	X	Not available	Not available	Not available	Not available	80%
Percent of participants that rate “Know Your Rights” presentations as “good” or “excellent” in post-training survey	X	Not available	Not available	Not available	Not available	80%
5 - Create and maintain a highly efficient, transparent and responsive District government.** (9 Measures)						
Contracts/Procurement-Expendable Budget spent on Certified Business Enterprises	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Contracts/Procurement-Contracts lapsed into retroactive status	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Budget- Local funds unspent	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Budget- Federal Funds returned	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Customer Service-Meeting Service Level Agreements	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources-Vacancy Rate	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources-Employee District residency	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Human Resources-Employee Onboard Time	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016
Performance Management- Employee Performance Plan Completion	X	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016	Forthcoming October 2016

Performance Plan End Notes:

*For more information about the new structure and components of FY 2017 draft performance plans, please see the FY 2017 Proposed Budget and Financial Plan, Volume 1, Appendix E

***"Create and maintain a highly efficient, transparent and responsive District government" is a new Strategic Objective this year required for all agencies.

***Key Performance Indicators that are new may not have historical data and may only have FY 2017 targets.